



Rev. 24200311

Bureau for Private Postsecondary and Vocational Education

400 R Street Suite 5000, Sacramento, CA 95814-6200

P.O. Box 980818, West Sacramento, CA 95798-0818

(916) 445-3427

www.bppve.ca.gov

**CONSUMER COMPLAINT INFORMATION SHEET**

The following information is intended to help consumers, including students, file a complaint with the Bureau for Private Postsecondary and Vocational Education (Bureau). A complaint can be about a dispute between the consumer and the school and/or its agent, or about a possible violation of the Private Postsecondary and Vocational Educational Reform Act (Act), or applicable regulations.

Before you file a complaint with the Bureau, we suggest that you try to resolve the matter with the school. If that does not work, you can file a complaint with the Bureau using the attached Consumer Complaint Form. The Bureau will investigate your complaint, and may utilize mediation to resolve the problem. Mediation can help resolve many kinds of problems. Your complaint may also lead to additional investigation, and separate disciplinary action against the school.

• HOW TO FILE YOUR COMPLAINT

The Bureau encourages you to file your complaint using the Consumer Complaint Form. Please complete all sections of the Form. Explain in detail what happened, and what steps you have taken to resolve the problem. Include copies of any documents that support your complaint. Copies of correspondence, enrollment agreements, catalogs, loan documents, school records, etc., are examples of documents that may help. A listing of your contacts with the school may also help.

• COMPLAINT MEDIATION PROCESS

Within ten (10) days of receiving your complaint, the Bureau's Enforcement and Compliance Unit will review it and notify you whether the Bureau is legally able to look into it. If the Bureau does not have jurisdiction, the Bureau may refer your complaint to another State or federal agency or organization. The Bureau may refer you to the Better Business Bureau or small claims court. In some cases you may wish to consider alternative options, such as civil court. The Bureau cannot provide legal advice.

If the Bureau has jurisdiction, the Bureau will evaluate your complaint. The Enforcement and Compliance Unit will mail a summary of your complaint to the school, and will ask for a response. After reviewing the response, the Bureau may contact you and/or the school to mediate a solution.

If mediation resolves the problem, the Bureau will confirm the agreed-upon solution in writing, and will close the matter. If the parties cannot work out a solution, the Bureau will notify both parties in writing that it is closing the matter. At this point, the Bureau may suggest to you other ways to resolve the complaint. The Bureau may also take separate disciplinary action against the school.

If you have further questions, please write or telephone the Bureau's Enforcement and Compliance Unit at the address and telephone number indicated above.

Consumer Section Begins Here.

Please complete all applicable sections of this form.

a. Facility Name:

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b. Street Address:

[illegible]

c. City:

[illegible]

d. State:

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e. Zip Code:

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2. Complainant / Student

a. First Name:

[illegible]

b. Last Name:

[illegible]

c. Street Address:

[illegible]

d. City:

[illegible]

e. State:

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f. Zip Code:

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g. Phone Number: () -

3. State your current student status (e.g., enrolled, graduated, cancelled, withdrawn, terminated) and identify the educational program in which you were enrolled.

a. Student Status:

b. Educational Program Title:

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4. Please describe the events that led to your complaint. Specify pertinent dates, monies paid, balances owed, amounts claimed by third parties, etc. Use additional paper if necessary. Please attach any documents that will help describe the problem and substantiate your allegations.



5. How would you like this complaint resolved? What do you want the school to do?

6. Are you represented by an attorney regarding this matter? If yes, please provide your attorney's name, address and phone number.
☐ Yes ☐ No

7. If you have filed a claim in any court regarding this matter, please state the name of the court, and indicate the status of the case.

The filing of this complaint does not prohibit you from filing a civil action.

I hereby certify that all of the information I have given above is true and complete to the best of my knowledge.

I also authorize the Bureau to provide a summary of my complaint and supporting documents to the involved school, and to any public agency that has authority or jurisdiction over the school, or to any private accrediting agency from which the school has received accreditation.

YOUR SIGNATURE _____

DATE _____

Please complete all applicable sections of this form.

Notice on Collection of Personal Information

Collection and Use of Personal Information: The Department of Consumer Affairs and the Bureau for Private Postsecondary and Vocational Education collect the information requested on this form as authorized by Business and Professions Code Sections 108, 129, 325 and 326 and Education Code Sections 94835 and 94960. The Department and/or the Bureau for Private Postsecondary and Vocational Education uses this information to follow up on your complaint and to investigate violations of laws under its jurisdiction.

Providing Personal Information Is Voluntary: You do not have to provide the personal information requested. If you do not wish to provide personal information, such as your name, home address, or home telephone number, you may remain anonymous. In that case, however, we may not be able to contact you or help you resolve your complaint.

Access to Your Information: You may review the records maintained by the Bureau for Private Postsecondary and Vocational Education that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information: We make every effort to protect the personal information you provide us. In order to follow up on your complaint, however, we may need to share the information you give us with the business you complained about or with other governmental agencies. This may include sharing any personal information you gave us.

The information you provide may also be disclosed in the following circumstances:

- In response to a Public Records Act request, as allowed by the Information Practices Act;
- To another governmental agency as required by state or federal law;
- In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information: For questions about this notice or access to your records, contact the Bureau's Complaint Unit at (916) 445-3427, by mail at the Bureau for Private Postsecondary and Vocational Education, 400 R Street Suite 5000, Sacramento, CA 95814-6200, or by e-mail at: bppve@dca.ca.gov. For questions about the Department of Consumer Affairs' privacy policy or the Information Practices Act, contact the Office of Privacy Protection, 400 R Street, Sacramento, CA 95814, (866) 785-9663, or e-mail privacy@dca.ca.gov.

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